Alissa M. Jones

Senior Technical Writer | Documentation Strategist | Knowledge Management Architect

Remote FTE | Contract PTE | Buffalo, New York

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# Summary

Senior Technical Writer with 15+ years of experience delivering scalable, user-focused, and audit-ready documentation across SaaS, clinical research, manufacturing, environmental science, and other regulated industries. Proven success leading content strategy, mentoring cross-functional teams, and integrating AI tools to accelerate delivery and improve engagement (30% open rate, 25% CTR). Skilled in docs-as-code, API documentation, and Agile collaboration with SMEs to produce clear, compliant content aligned with regulatory standards and fast-paced development cycles.

## Tools

* **Writing & Docs-as-Code:** Markdown, HTML/CSS, Git, DITA (in progress), MadCap Flare, Confluence, WordPress
* **AI & Automation:** ChatGPT, Copilot, Gemini (prompt engineering, QA, workflow automation)
* **Compliance & Accessibility:** WCAG, ALCOA, GDPR
* **Learning Management:** Cornerstone, Noverant, Foundation, SCORM, WalkMe, Pendo, Intercom
* **Collaboration & PM:** Jira, SharePoint, Microsoft 365, Subversion, Medidata Rave (clinical)
* **Design & Multimedia:** Adobe Creative Cloud, FrameMaker, Figma, Snagit
* **Methodologies:** Agile, Scrum, Kanban

## Skills

* **Technical Writing & Strategy:** Over 15 years of experience developing scalable documentation systems, including SOPs, release notes, manuals, and knowledge bases for SaaS, clinical, and regulatory environments.
* **API & UX Documentation:** Create developer- and user-facing content such as API references and in-app walkthroughs using third-party tools.
* **AI-Enhanced Workflows:** Use prompt engineering and AI tools to streamline content creation and QA.
* **Compliance-Ready Content:** Align audit-ready documentation with ALCOA, GDPR, and WCAG standards.
* **Cross-Functional Collaboration:** Work closely with SMEs, engineers, product teams, and customers to align documentation expectations using Agile development cycles.
* **Leadership:** Lead documentation initiatives, mentor writers, and support onboarding and training efforts.
* **Visual Communication:** Design multimedia assets and templates to enhance user education, training, and digital product adoption.
* **Operational & Marketing Support:** Oversee training records, inventory tracking, vendor relations, and B2B/B2C communications.

# Professional Experience

## Senior Technical Writer – WTS Paradigm, LLC.

Remote: Middleton, WI

Jun 2022 – Present

*Promoted from Technical Writer in 2023*

* Improved documentation by 475% (20 to 115 closed tickets in late 2022) with 98% on-time delivery.
* Launched a comprehensive knowledge base for a new application suite; supporting documentation lifecycle management for 12+ teams and 6 product lines.
* Led Agile-aligned process improvements: redesigned workflows and standardized terminology across sectors.
* Authored and maintained developer- and client-facing documentation (application guides, SOPs, set up instructions, walkthroughs, release notes) across multiple product lines.
* Improved engagement metrics in release communications (30% open rate, 25% click-through), and reduced support tickets by almost 10%.
* Boosted in-app guide engagement using Pendo analytics and targeted content delivery.
* Designed scalable training plans to reduce onboarding time and improved training consistency.
* Mentored junior writers and software trainers; served as lead editor and documentation strategist.
* Evaluated and recommended CMS/LMS platforms; collaborated with internal and vendor teams (Pendo, Intercom, Atlassian) on content migration and education initiatives.
* Recognized with a Paradigm Pioneer Award for exceptional cross-functional collaboration and increasing customer-facing documentation quality significantly.
* Recruited and onboarded staff, demonstrating initiative and leadership in team development.

## Prompt Engineer and AI Trainer – Remotasks, LLC.

*(a Scale AI affiliate)*

Remote: San Francisco, CA

Jun 2022 – Jan 2024

* Gained hands-on experience with LLMs and AI tools including Copilot, Gemini, GPT-4, and OpenAI through prompt training and evaluation.
* Authored and tested 500+ prompts to improve clarity, tone, and accuracy in technical documentation, resulting in a 20% improvement in model output quality.
* Applied LLM insights to streamline documentation workflows, enhance content development, and explore automation opportunities.

## Technical Writer – Fronter Science Technology & Research Foundation

Hybrid: Buffalo, NY

Nov 2017 – Apr 2022

* Managed documentation and electronic Trial Master File (eTMF) systems for a global Phase III clinical trial, ensuring compliance with ALCOA, GDPR, and audit readiness standards.
* Produced and maintained 200+ regulatory documents across hundreds of international study sites; supported 10+ successful audits with zero documentation-related issues.
* Led accessibility and WCAG 3.0 compliance initiatives, improving usability scores and documentation accessibility across global teams.
* Delivered protocol updates to 800+ institutions, significantly improving compliance response times and reducing administrative overhead.
* Created SOPs, protocol summaries, and training materials using advanced proficiency in MS365 and Adobe Creative Cloud.
* Used Subversion and SharePoint for version control and collaborative editing with cross-functional teams.
* Supported operations including audits, inventory tracking, training record management, and SME coordination across departments.

## Marketing Manager – Barron Games International

Hybrid: Buffalo, NY

Jun 2015 – May 2017

*Promoted from Office Manager in 2015*

* Created and maintained product literature for over 150 arcade games, including end-user manuals, installation guides, and sales enablement materials.
* Designed and executed multimedia marketing campaigns (posters, flyers, brochures, magazine ads) and custom artwork for B2B and B2C customers.
* Managed the company website and helpdesk; provided user documentation, troubleshooting support, and field assistance to Sales and Tech teams.
* Led trade show logistics and booth design, including multimedia advertisements and physical layout planning.
* Improved documentation readability by over 60% through content revamps and visual enhancements.

## Regional Marketing Manager – Sky Zone Indoor Trampoline Park

Hybrid: Buffalo and Rochester, NY

Jul 2012 – Jun 2015

*Promoted through four roles, starting as a part-time Cashier Supervisor*

* **Operations Manager** (promoted 2012): Led a team of 50+ employees across multiple departments. Oversaw daily operations including inventory management, staff scheduling, procurement, & banking.
* **Marketing Manager** (promoted 2013): Spearheaded local marketing initiatives including mail, social media strategy, SEO, and vendor coordination. Led community outreach programs to boost visibility.
* **Regional Marketing Manager** (promoted end of 2013): Directed regional marketing strategy across multiple franchise locations. Built and maintained B2B and B2C vendor partnerships, ensuring brand consistency and driving local market engagement.

# Education & Certifications

* 2005 - B.A. in English: Pennsylvania Western University aka Edinboro University of Pennsylvania
* 2015 - Fred Pryor: Managing Multiple Priorities, Projects, and Deadlines
* 2024 – Society of Technical Communicators: The Art of Prompt Engineering

# Volunteer & Community Outreach

* Member: Former Society of Technical Communicators
* Volunteer Entertainer for pediatric hospitals: Superhero Alliance of WNY
* Athlete, coach, referee: Queen City Roller Derby
* Community support for veteran reintegration after combat: Team RWB